

FY 2008 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: OCCUPATIONAL REGULATION

PROGRAM: Bureau of Construction Codes

TIMELINE: October 1, 2007 through September 30, 2008

PROGRAM MISSION STATEMENT (Customer-Focus Direction)

The mission of the Bureau of Construction Codes is to assure that the built environment and the systems within are sound, safe and sanitary; building users' health, safety and welfare are protected; and that, through a coordinated program of code compliance, investigation and training, there is consistent application of standards.

PROGRAM STATEMENT

The Bureau of Construction Codes consists of the following 12 divisions which work together to provide outstanding services to its customers:

Boiler Division: Responsible for enforcing the boiler codes. The program is also responsible for examination, licensing and license renewal of boiler installers, repairers and inspectors; conducts inspections of boiler installations, repairs and existing boilers; investigates boiler accidents; and provides staff support to the Board of Boiler Rules.

Building Division: Responsible for enforcing the state building codes. The program is also responsible for conducting building and manufactured housing community inspections; establishes statewide standards for manufactured home community development and manufactured home businesses; issues manufactured housing licenses and affidavit of affixtures; and provides staff support to the Manufactured Housing Commission.

Electrical Division: Responsible for enforcing the state electrical codes. The program is also responsible for conducting electrical inspections; registering electrical apprentices; the examination, licensing and renewal of master electricians, journey electricians, fire alarm specialty technicians, sign specialists, electrical contractors, sign specialty contractors, and fire alarm contractors; and provides staff support to the Electrical Administrative Board.

Elevator Division: Responsible for enforcing the elevator codes. The program is also responsible for conducting elevator inspections; the examination, licensing and renewal of elevator journeypersons and contractors; conducts complaint investigations and reporting of elevator accidents; and provides staff support to the Elevator Safety Board.

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Office of Land Survey and Remonumentation: Responsible for administration of the statewide program of monumenting and remonumenting the original U.S. government public land survey property controlling corners. The program is also responsible for ensuring an orderly and consistent review of subdivision plats; conducts final review of plat maps; and provides staff support to the State Boundary Commission.

Office of Local Government and Consumer Services: Responsible for investigation of consumer licensing complaints and performance evaluations of local building departments. The program also enforces the registration and continuing education of construction code officials; conducts manufactured housing audits; complaint investigations; and review of ordinances for manufactured housing communities.

Mechanical Division: Responsible for enforcing the state mechanical codes. The program is also responsible for conducting mechanical inspections; the examination, licensing and renewal of mechanical contractors; and provides staff support to the Board of Mechanical Rules.

Plan Review Division: Responsible for conducting building, electrical, mechanical, plumbing, barrier free design, and manufactured housing community plan reviews; all barrier free design exception requests; reviews pre-manufactured plans and compliance manuals; and provides staff support to the Barrier Free Design Board.

Plumbing Division: Responsible for enforcement of the state plumbing codes. The program is also responsible for conducting plumbing inspections; registering apprentices; the examination, licensing and renewal of master plumbers, journey plumbers and plumbing contractors; and provides staff support to the State Plumbing Board.

Office of Management Services: Responsible for the bureau budget, internal controls, performance reporting, document management, permitting, code books, forms, web production, and freedom of information requests.

Office of Administrative Services: Responsible for personnel actions, promulgation of administrative rules, publications and technical bulletins, media coordination, and the bureau's health and safety committee.

Administration: Provides leadership, direction, and support for all bureau programs, products and services. Provides staff support to the Construction Code Commission.

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FUND SOURCE:

Boiler Fee Revenue
Elevator Fees
Mobile Home Code Fund
State Construction Code Fund
Property Development Fees
Remonumentation Fees
Land Sales fees

LEGAL BASIS:

The Stille-DeRossett-Hale Single State Construction Code Act, 1972 PA 230
Boiler Act of 1965, 1965 PA 290
Boundary Commission Act, 1968 PA 191
Building Officials and Inspectors Registration Act, 1986 PA 54
Construction of School Buildings, 1937 PA 306
Electrical Administrative Act, 1956 PA 217
Elevator Safety Board, 1967 PA 227
Elevator Licensing Act, 1976 PA 333
Forbes Mechanical Contractors Act, 1984 PA 192
Land Division Act, 1967 PA 288
Mobile Home Commission Act, 1987 PA 96
State Plumbing Act, 2002 PA 733
State Survey and Remonumentation Act, 1990 PA 345
Utilization of Public Facilities by Physically Limited, 1966 PA 1

CUSTOMER IDENTIFICATION:

Customers of the Bureau of Construction Codes include the public/consumers, contractors & sub-contractors (licensees), facility owners/developers, land surveyors, design professionals (i.e., architects, engineers), inspectors, attorneys/legal community and other state and local agencies.

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APPROPRIATION UNIT: Department Wide Administration

PROGRAM: Finance and Administrative Services

CRITICAL GOALS/MAJOR OBJECTIVES

Program Goals:

Goal 1 – We will improve customer service by studying new efficiencies and streamlining where possible to achieve improved turnaround times in all areas.

- Review 90% of plans for conventional and pre-manufactured construction within 15 business days after receipt.
Performance statistics indicated 72% of conventional plans and 74.8% of pre-manufactured construction plans were reviewed within 15 business days after receipt. The bureau is confident it will reach its goal. However, it should be factored in that it continues to be necessary to utilize plan review staff to provide assistance for field inspector vacancies and medical leaves.
- Review survey and remonumentation plat documents and issue approvals or identify deficiencies within 15 business days after receipt.
This goal continued to be achieved.
- Review survey and remonumentation grant application and completion report documents and process approval/payment or identify deficiencies within 30 business days after receipt.
This goal continued to be achieved.
- Issue 85% of permits and approvals within 5 business days after receipt of request.
This goal continued to be exceeded. 100% of permits and approvals were issued within the targeted timeframe.
- Conduct 90% of building, electrical, mechanical, and plumbing inspections within 3 business days after receipt of request.
This goal continued to be achieved.
- Issue certificates of occupancy, or issue denial when applicable, within 5 business days after receipt of request.
This goal continued to be achieved.
- Create and implement automated on-line forms as new forms become necessary.
This is an on-going objective. The bureau continues to increase the number of automated on-line forms making BCC services more accessible and user-friendly to its customers.

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Goal 2 – We will offer more options for licensees to take examinations, and quicker turn-around times for license renewals.

- Conduct at least 4 examinations for each license classification and issue licenses to those applicants who meet the qualifications within 30 business days after the examination; renew all licenses within 10 business days after receipt of application for renewal.
All legally mandated examinations were held and 100% of new licenses and license renewals were issued within the timeframe.

Goal 3 – We will ensure the safety of boilers and elevators within the state.

- Begin the investigation of all boiler and elevator accidents within 24 hours of notification.
There were no boiler accidents in Michigan in FY08. There were 19 elevator accidents in Michigan in FY08. All were investigated within 24 hours of notification.
- Complete development and testing of electronic submission of boiler inspection data. Implement program.
This program is on hold until security issues can be resolved.

Goal 4 – We will improve the understanding of the manufactured housing industry development process within the state.

- Improve communication with the industry regarding the manufactured housing development process by developing informational material for publication and posting on the bureau website.
The bureau added the "DEQ and DLEG Program Responsibilities" document and it is on the bureau's internet website. The bureau has also added an on-line search of the status of affidavits of affixture. Information is also shared through the bureau's quarterly newsletter *CodeWorks!*

Goal 5 – We will ensure accuracy and orderly development of real property within the state through enforcement of all statutory requirements related to establishment of new property boundaries within subdivisions, as well as establishment and maintenance of original government survey markers.

- Issue an annual survey and remonumentation grant in accordance with 1990 PA 345 to all 83 Michigan counties.
Remonumentation Grants were issued to the 61 Michigan counties that applied for them in 2008.

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Goal 6 – We will improve internal and external communication within the bureau, providing expanded customer service.

- Analyze and improve internal and external communication processes as deemed necessary. Conduct training programs and staff meetings with a focus on administrative issues and topics which will increase effectiveness in dealing with customers.
The bureau director and several bureau managers performed the duties of their office staff for a better understanding and appreciation of the office staff responsibilities. Additionally, all newly appointed managers attend an in-house training session to assure a thorough understanding of their new responsibilities. The Deputy Director meets with all newly appointed staff to provide an overview of the bureau's customer service expectations. The bureau has also implemented a new orientation training program for newly appointed inspection staff.
- Develop an informational document that includes pertinent information regarding the bureau. Provide information to all staff.
The *Bureau of Construction Codes Overview* document was added to the bureau's internet website during FY07. This document continues to be updated to include the most current and historical information regarding each of the bureau's program areas.
- Recognize bureau staff providing exemplary service and acknowledge employee contributions to the program.
Bureau staff receives recognition from its customers as well as by co-workers. The bureau deputy director personally thanks employees for their extra efforts and assures each letter, email, or telephone call citing a BCC employee's outstanding service, is placed on the bureau's intranet site. Outstanding assistance is also recognized during monthly Management Staff Meetings. We have also added an on-line survey to our internet site which allows the public to recognize the bureau's inspection staff.

Goal 7 – We will analyze cross-training needs; increase the importance of training and self-improvement for all staff.

- Provide a training program for administrative support staff.
Due to budget constraints, a training program was not provided. However the bureau continues to cross-train its administrative support staff and fills vacancies internally whenever possible to provide advancement opportunities.
- Seek advanced management skills through identified objectives for each manager based on an annual individual performance appraisal.
This is an on-going objective that continues to be met through participation in the MI-360 process. The feedback received from peers, subordinates and co-workers is evaluated by the bureau director as well as the individual manager.
- Assess the availability, and where possible provide self-improvement training for staff.
The bureau focused on safety this year. Severe weather evacuation procedures were issued. Safety monitors were appointed and trained and drills were performed with all in-house staff. The bureau also conducted mandated Hazard Assessments on each

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position within the bureau and issued personal protective equipment where required or requested.

Processes/Services:

Internal and external customer satisfaction and input on program effectiveness is gathered through the use of telephone, face to face communication, feedback from all customers and web based survey forms. Efficiency studies are also conducted to identify needs and where processes and procedures can be streamlined.

PROGRAM EFFECTIVENESS (Current Year)

Program Goals/Metrics

See attached.

Performance Measures

| | |
|---|--|
| Conduct Plan Reviews | Review Applications for Examination for Licensure |
| Barrier Free Design Exceptions | Provide Staff support for various Boards and Commissions |
| Issue Permits | Investigate Boiler and Elevator Accidents |
| Issue Violations | Investigate Construction Code Related Complaints |
| Conduct Inspections on New Construction | Issue County Remonumentation Grants |
| Conduct Annual Elevator Inspections | Issue New Licenses |
| Conduct Required Boiler Inspections | Issue Code Inspector Registrations |
| Issue Certificates of Occupancy | Issue Renewals |
| Sale of Code Books, Rules and Acts | |

Program Improvements Made In FY2008

- We promulgated new elevator fee rules.
- We amended the Boiler Law.
- We promulgated building, residential, rehabilitation, plumbing, mechanical, elevator, manufactured housing and subdivision rules to address industry concerns and adopt the latest international standards.
- We renamed the Bureau newsletter to CodeWorks! This new name better represents the construction code and safety related contents published quarterly.
- We enhanced our Permits' Plus system by adding the elevator licensing program.

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- We have continued to implement automated on-line forms making our services more accessible to our customers.
- We improved our customer service by studying new efficiencies and streamlining where possible to improve turnaround times in all areas. This also includes our internal review of staff workloads and shifting work assignments where greater efficiencies could be achieved.
- We drafted several internal procedures to provide process clarification in several areas.
- We continue to improve the design of the BCC Intranet to share work related information for all employees. The site houses policies and procedures, personnel information, health and safety information, forms, management staff meeting minutes and various links to related services.
- The Bureau Health and Safety Committee issued severe weather evacuation procedures.
- We drafted written procedures for construction code appeals.
- We lengthened our business hours by implementing alternative work schedules.
- We created a new inspector training check-off list. Implementation of this list assures all new inspection staff receives specific orientation and training which substantiates that a consistent level of enforcement and service is provided across the state.
- We implemented an on-line Affidavit of Affixture search.
- We began a concentrated effort to scan documents. This effort has lowered copying costs, saved on staff time and reduced storage space while still keeping in line with the General and BCC Record Retention Schedules.

PROGRAM IMPROVEMENT PLANS FOR FY09

- We plan to implement enhancements to our Plan Review system which will allow issuance of plan review comment letters electronically, as well as allow applicants the capability to perform on-line status checks.
- We plan to promulgate updated boiler code general and boiler operator and stationary engineer qualification and registration program rules, and electrical, elevator and energy code rules.
- We plan to have the elevator permitting and invoicing system operational in Permits' Plus.
- We plan to have the Manufactured Housing Database and Licensing system operational in Permits' Plus.
- With the recent favorable energy code court action, we plan to educate the construction industry of the importance of enforcement of the Michigan Uniform Energy Code.
- With the recent favorable judgment that upheld the electrician apprentice ratios in 1956 PA 217, we plan to educate the electrical industry and enforce the ratio as written in the law.
- We plan to promulgate elevator rules for the adoption of the 2007 edition of the ASME A17.1 Standard.
- We plan to continue efforts to implement electronic submission of boiler inspection data.
- We plan to increase our efforts to identify and attend low-cost training classes that will increase the knowledge and effectiveness of our staff.
- We plan to continue our efforts to reduce costs and monitor and reduce spending within DLEG/BCC in order to comply with the

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Governor's Executive Directives.

- We plan to continue working with the State Record Center to have construction code permits, manufactured housing records and mechanical license records, imaged and available through the "IRMA" system.
- We plan to continue to ensure the internet is updated timely and accurately.

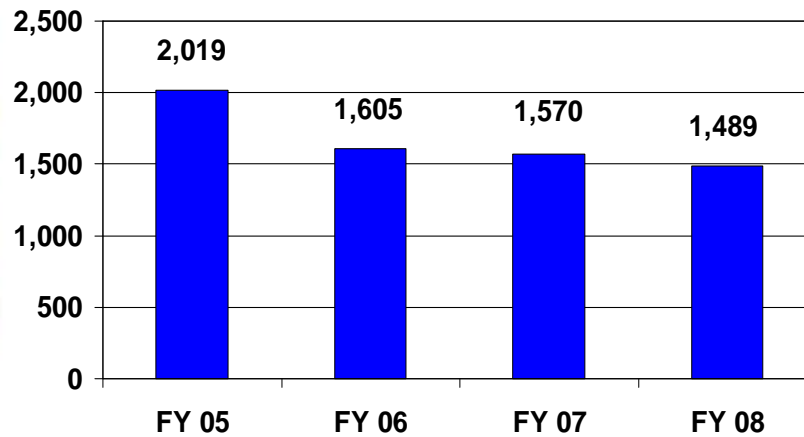
CHALLENGES FOR FY09 and BEYOND:

- Work with the department, the State Budget Office, and the legislature to ensure that all construction code programs are sufficiently funded to avoid a deficit and still maintain the level of service our customers have become accustomed to.
- Continue to improve our services in light of budget and hiring "freezes".
- Update current technology to deliver services while staying within budget and revenue restrictions.

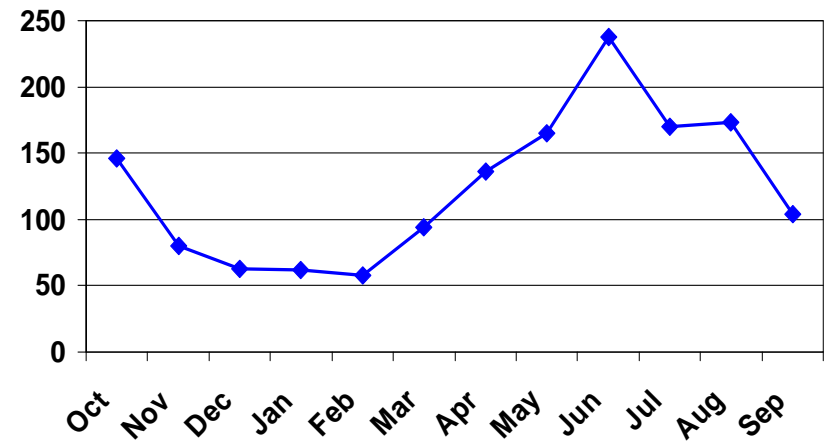
Building - Permits



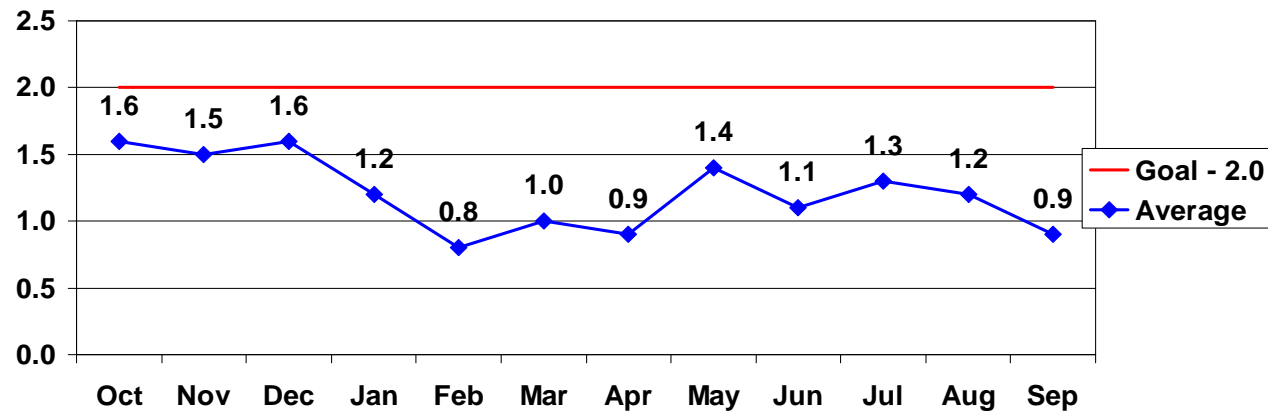
Permits Issued



FY 2008 - Monthly Permits



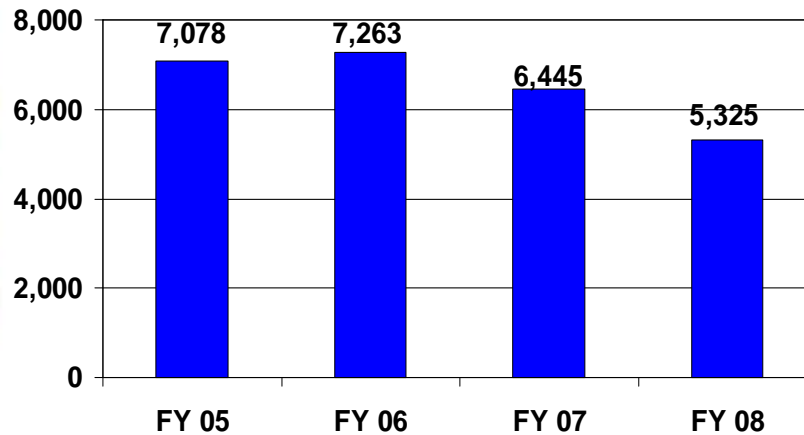
Average Processing Time In Days



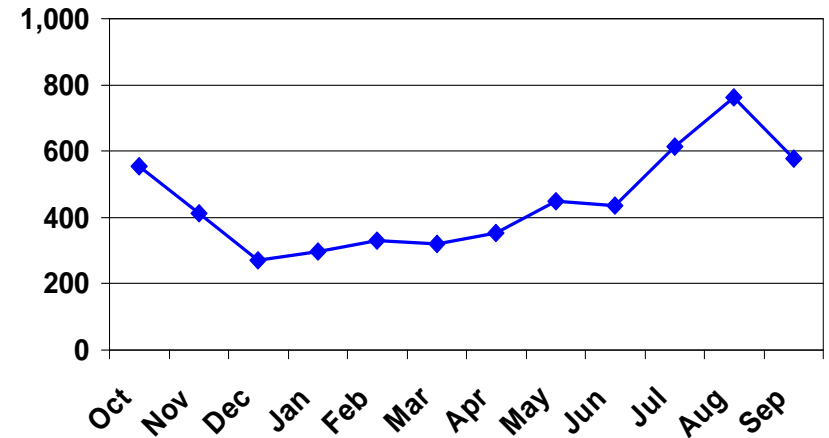
Building - Inspections



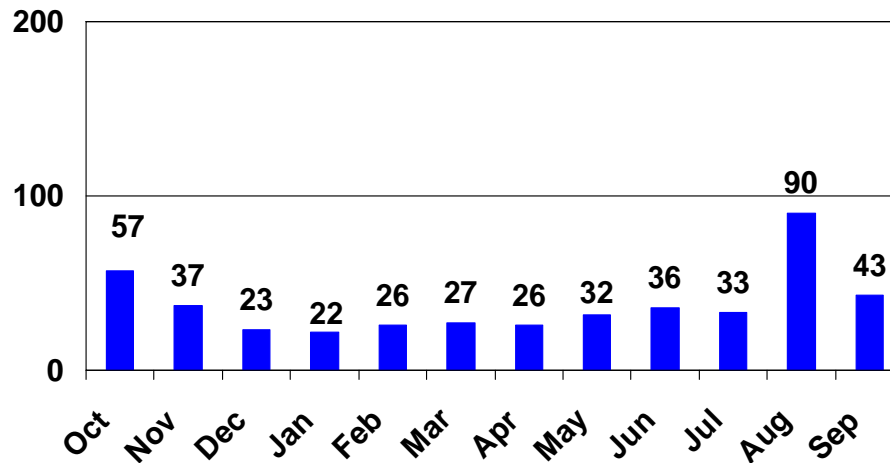
Inspections Performed



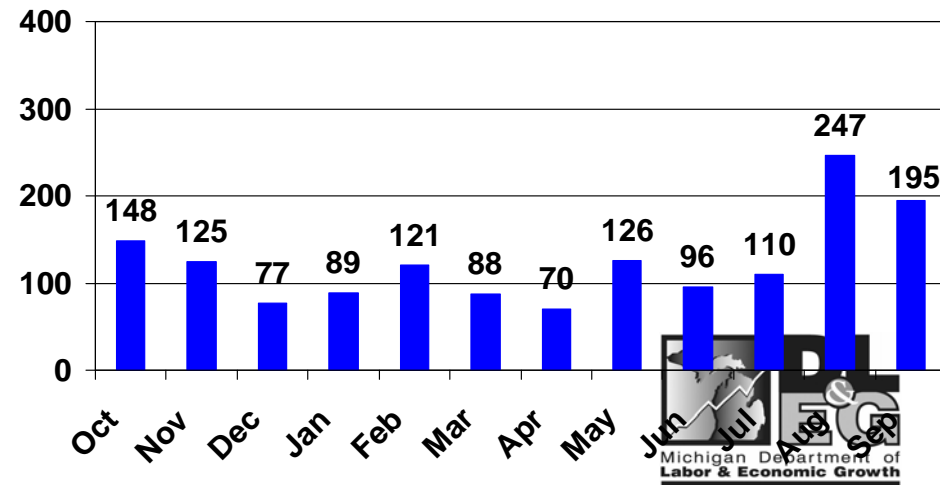
FY 2008 - Monthly Inspections



FY 2008 - Violations Written

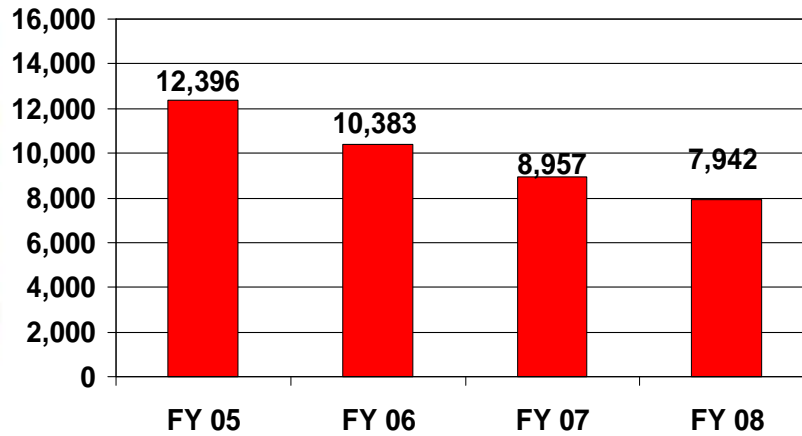


FY 2008 - Permits Finaled

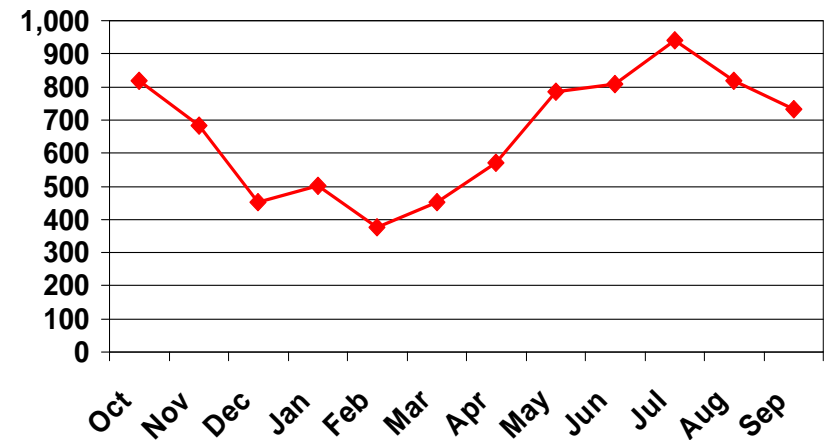


Electrical - Permits

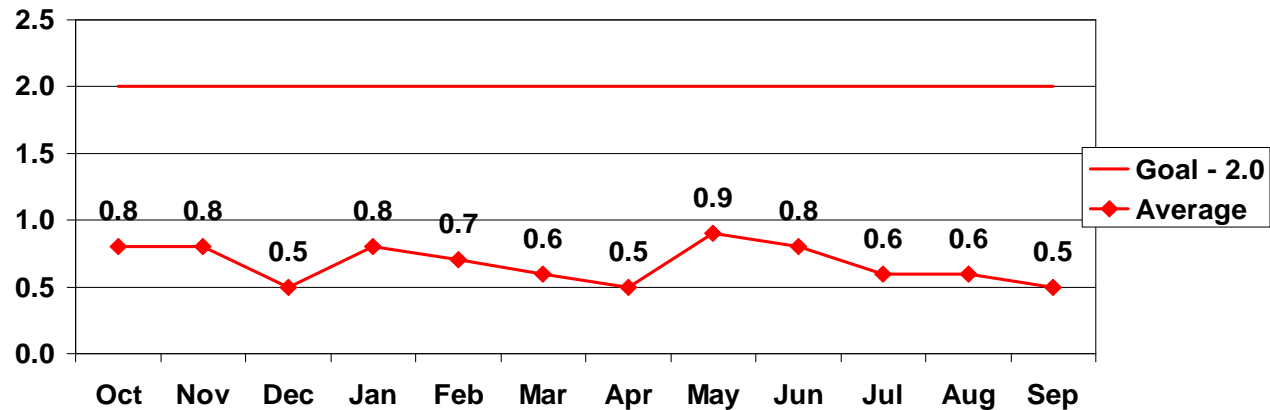
Permits Issued



FY 2008 - Monthly Permits



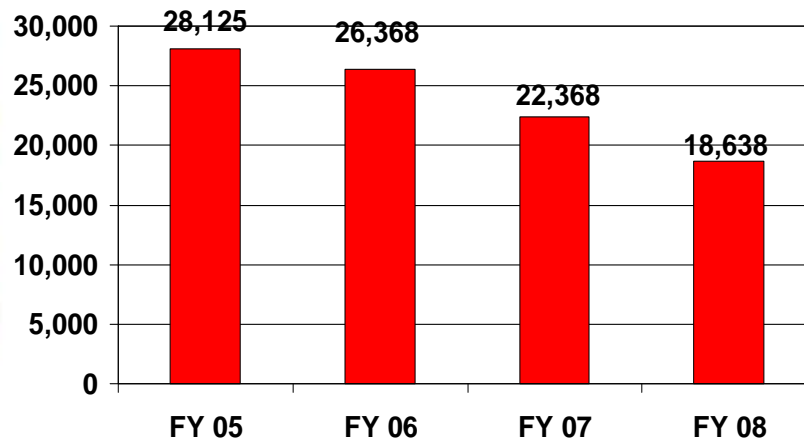
Average Processing Time In Days



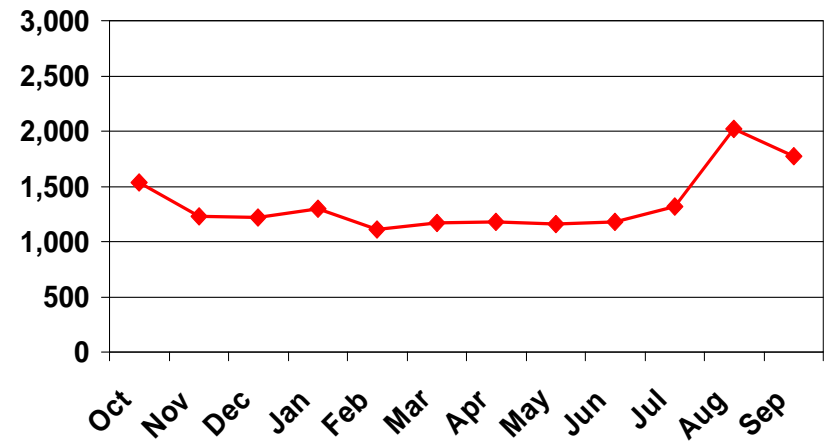
Electrical - Inspections



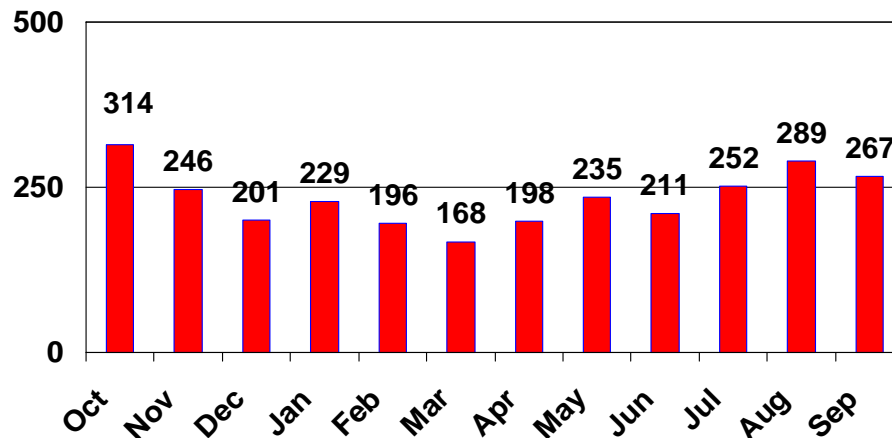
Inspections Performed



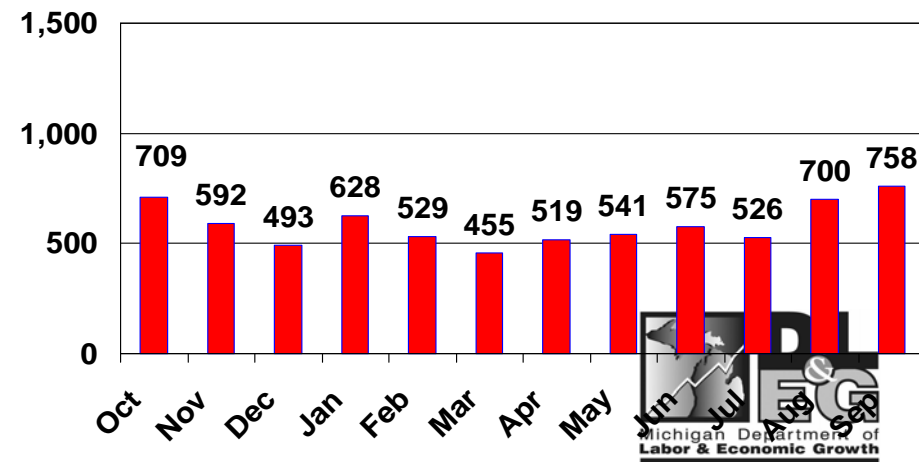
FY 2008 - Monthly Inspections



FY 2008 - Violations Written

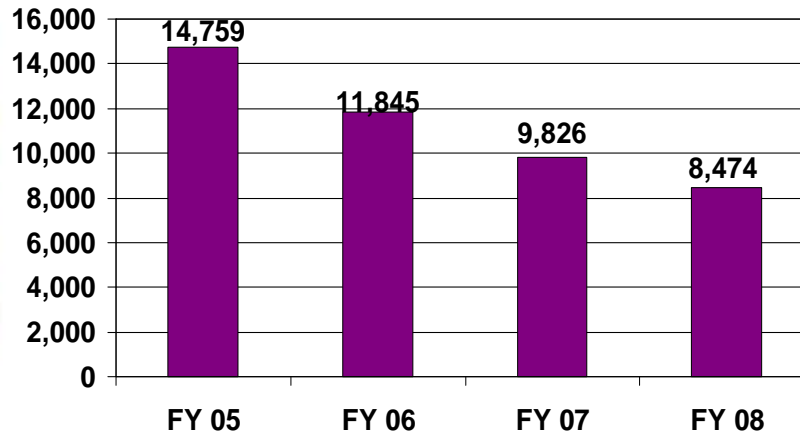


FY 2008 - Permits Finaled

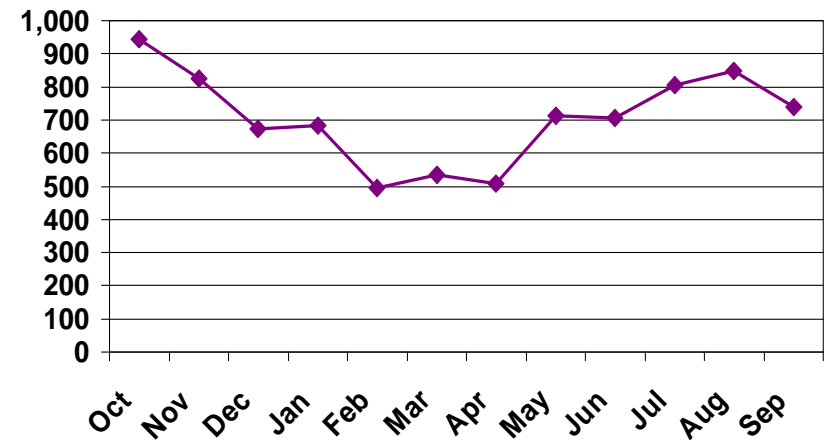


Mechanical - Permits

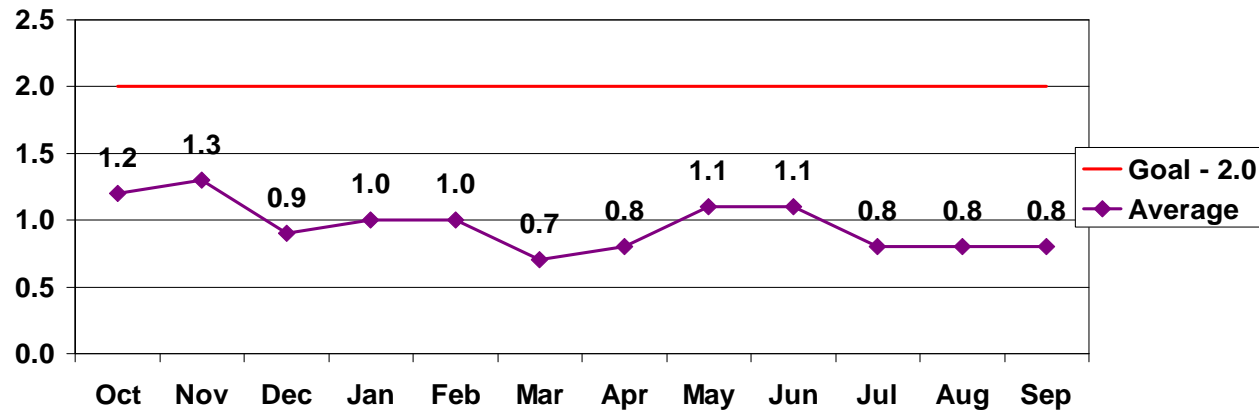
Permits Issued



FY 2008 - Monthly Permits



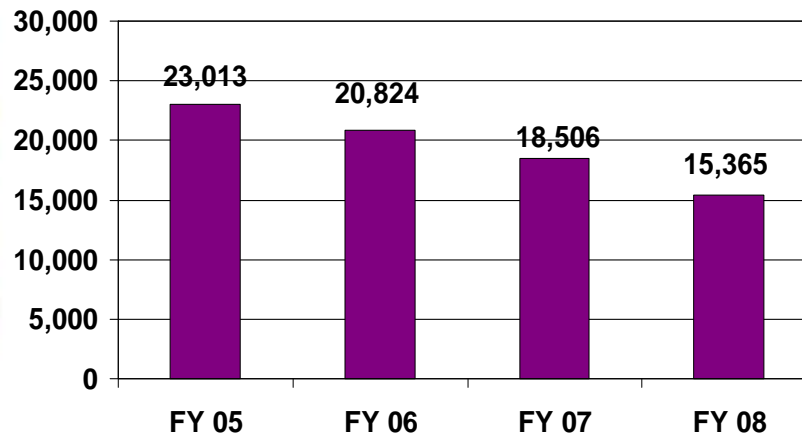
Average Processing Time In Days



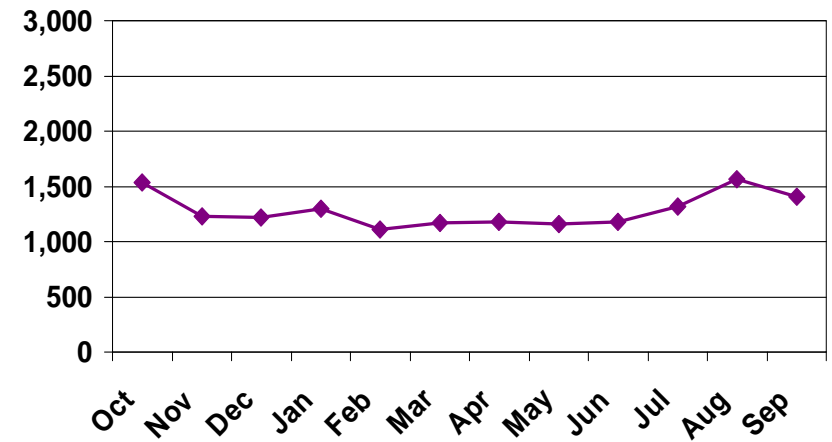
Mechanical - Inspections



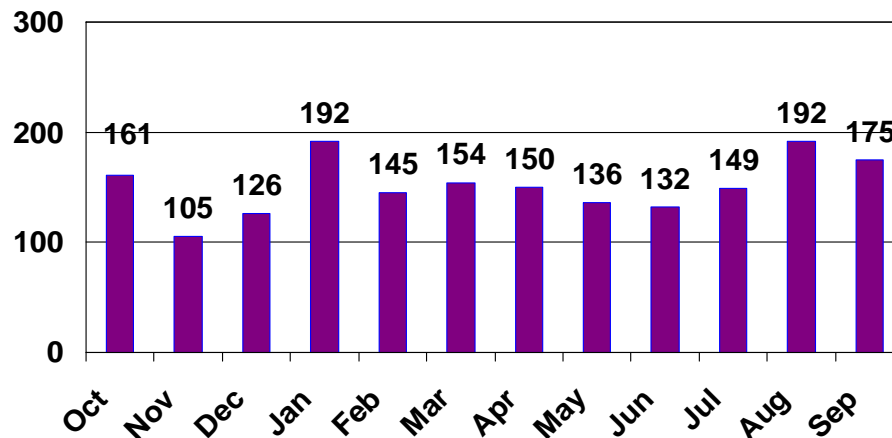
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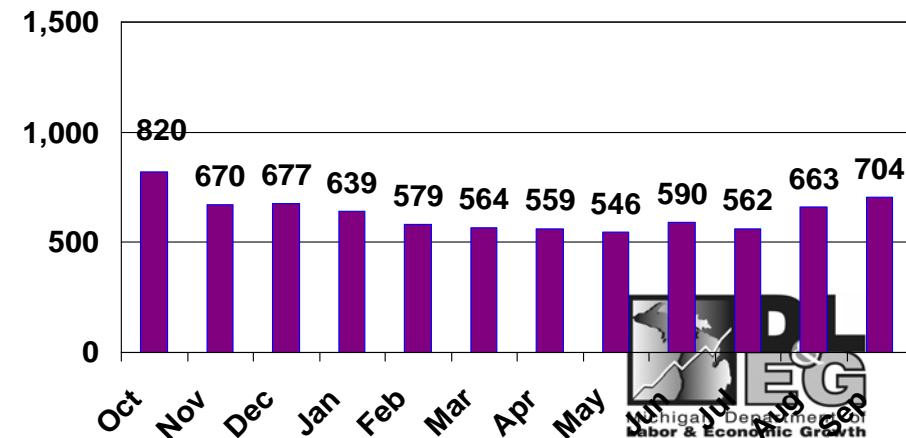
FY 2008 - Monthly Inspections



FY 2008 - Violations Written

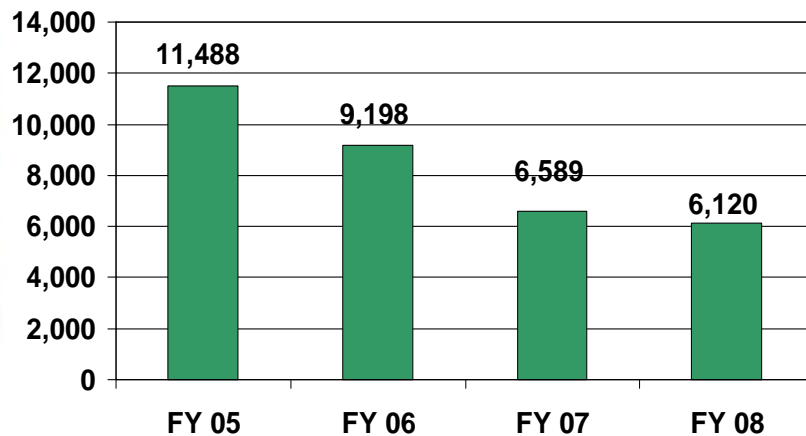


FY 2008 - Permits Finaled

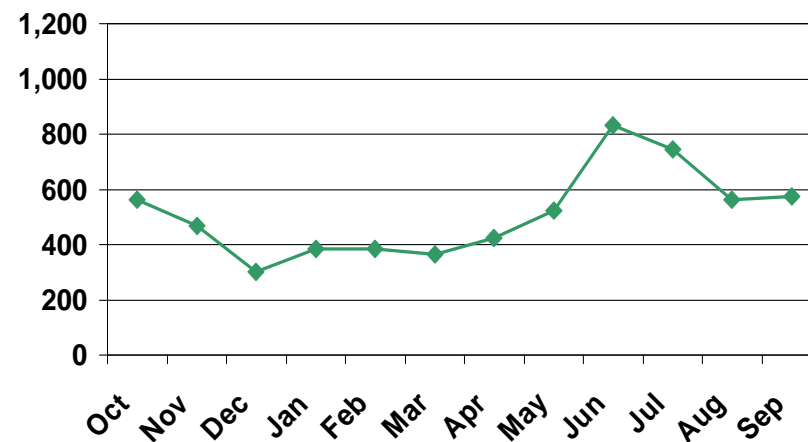


Plumbing - Permits

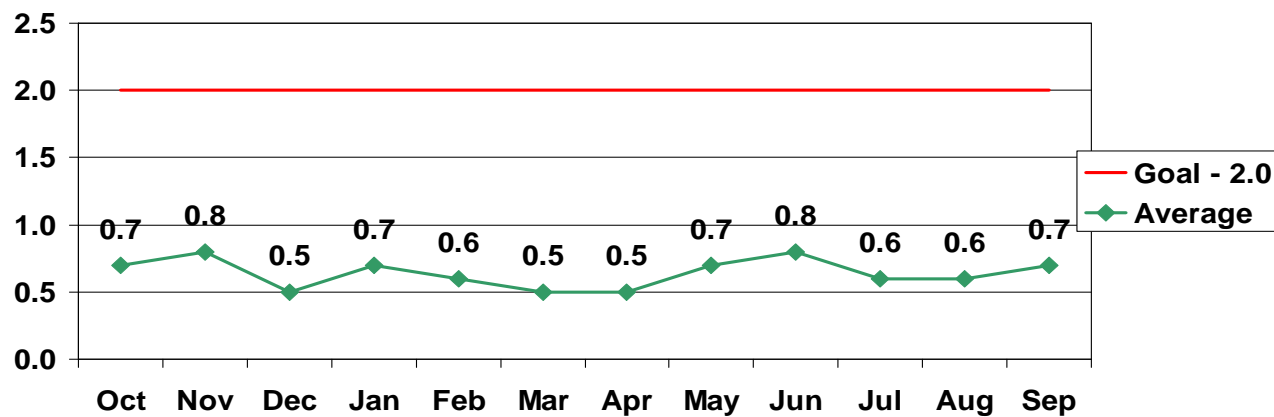
Permits Issued



FY 2008 - Monthly Permits



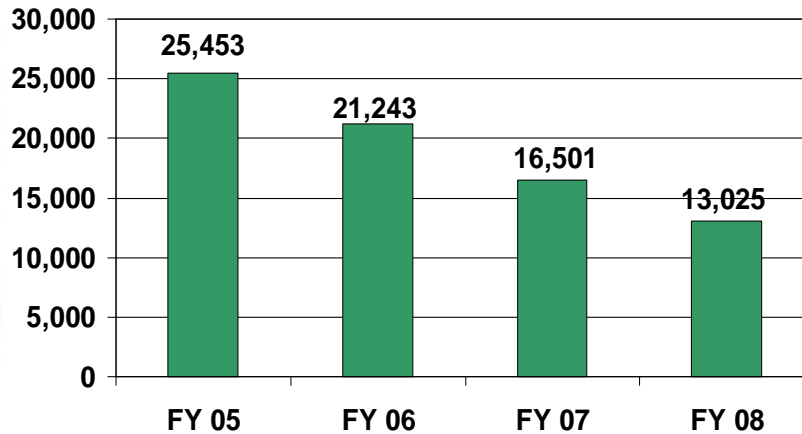
Average Processing Time In Days



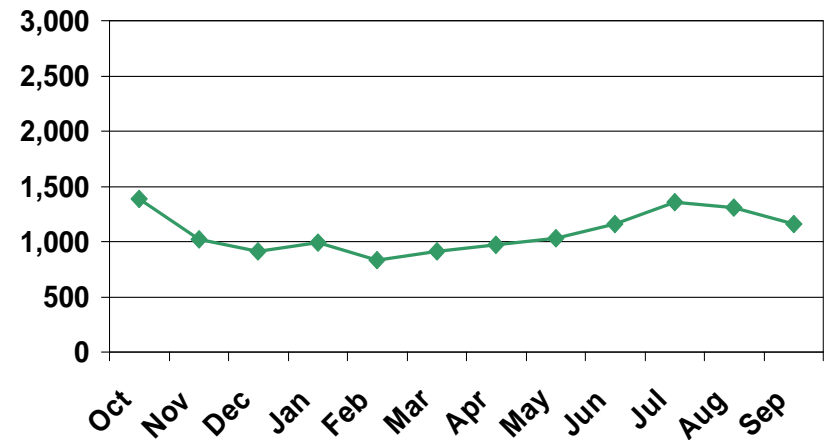
Plumbing - Inspections



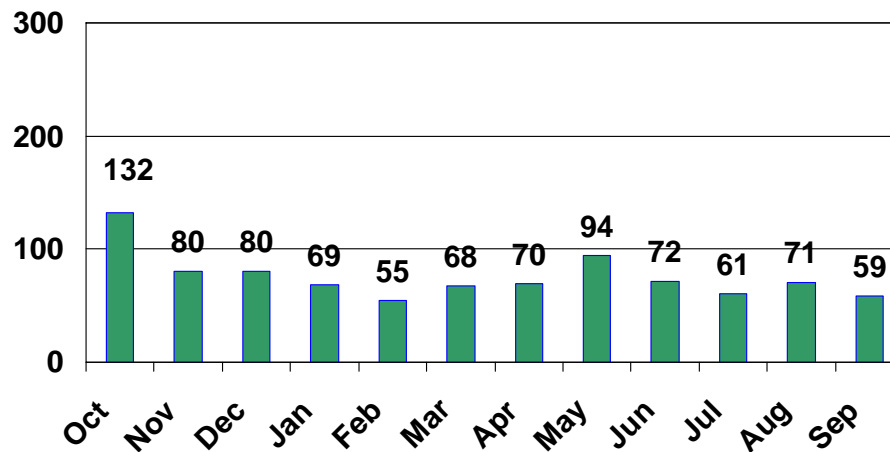
Inspections Performed



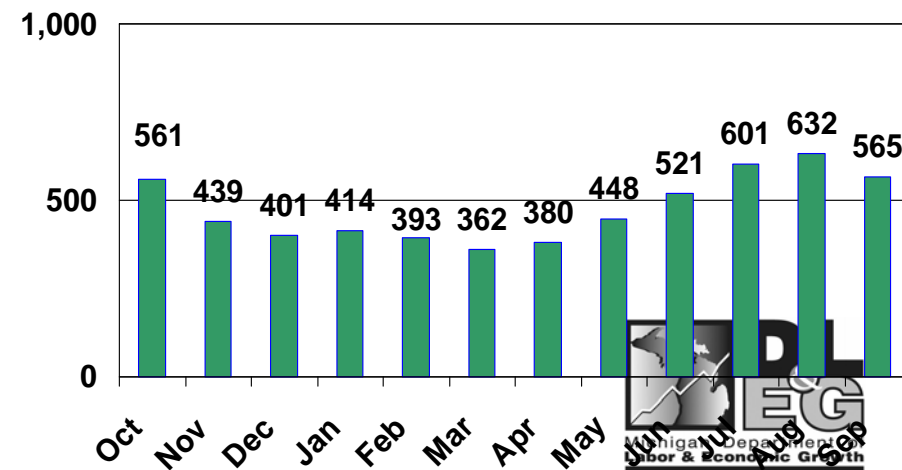
FY 2008 - Monthly Inspections



FY 2008 - Violations Written



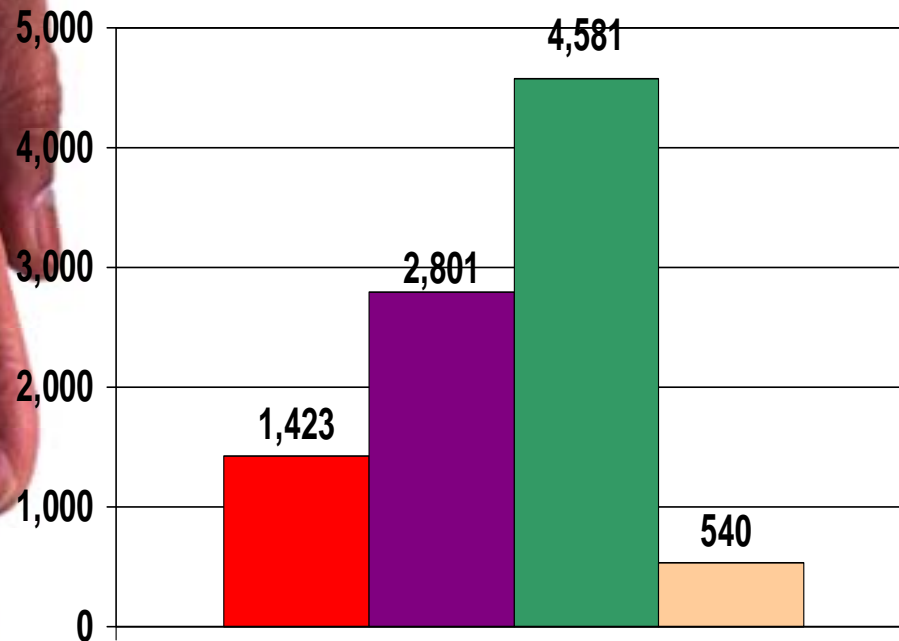
FY 2008 - Permits Finaled



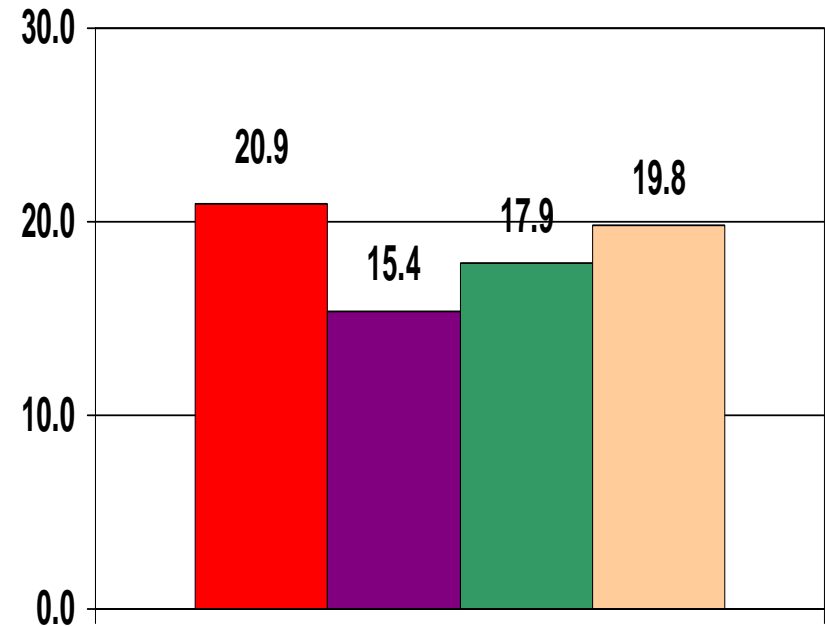
Plan Reviews



Plan Reviews Conducted



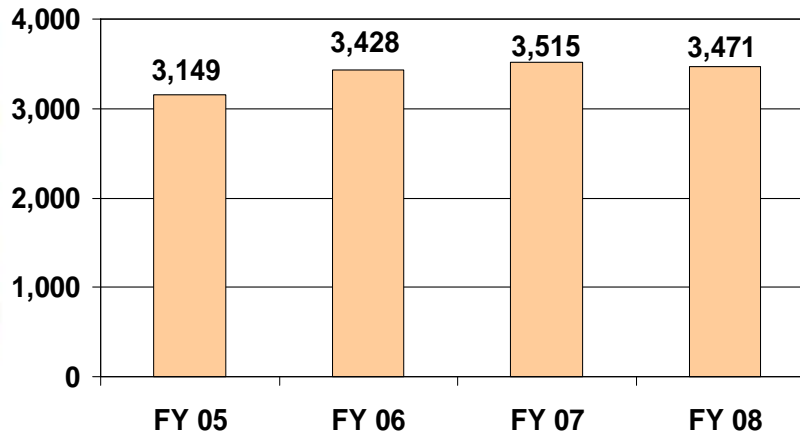
Average # Days
Conduct First Review



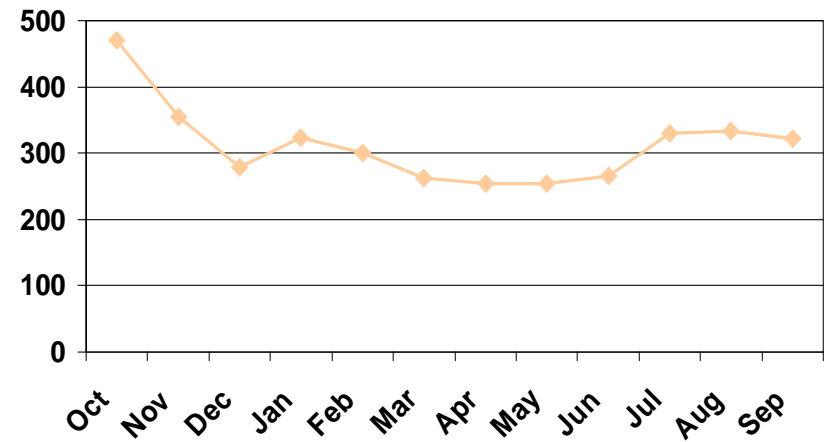
Type of Reviews: General; Premanufactured; Schools; State Owned

Boiler - Permits

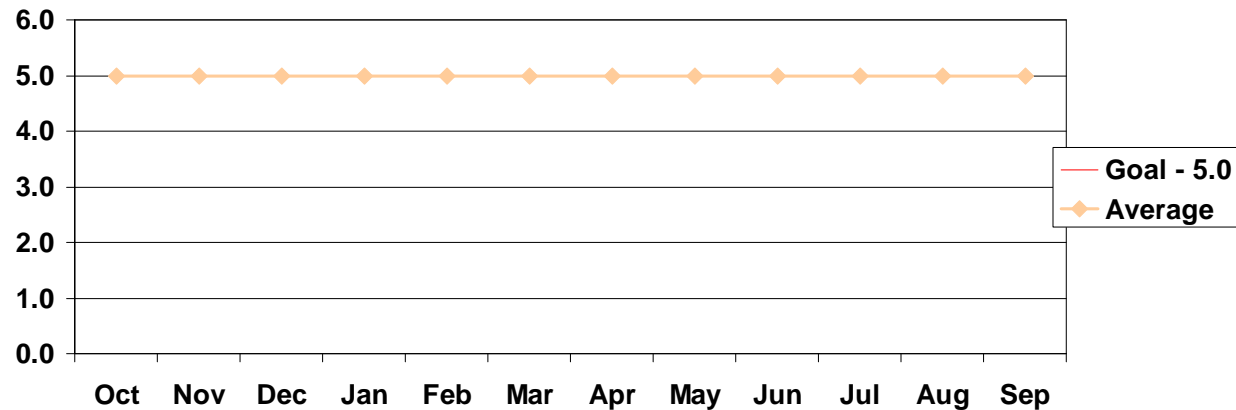
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FY 2008 - Monthly Permits



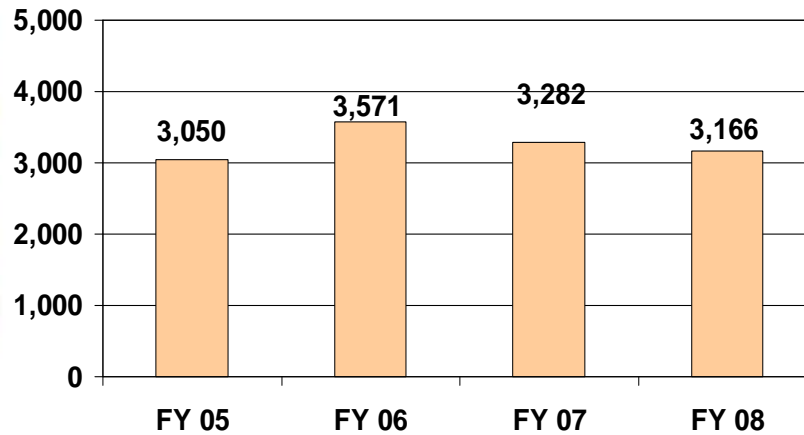
Average Processing Time In Days



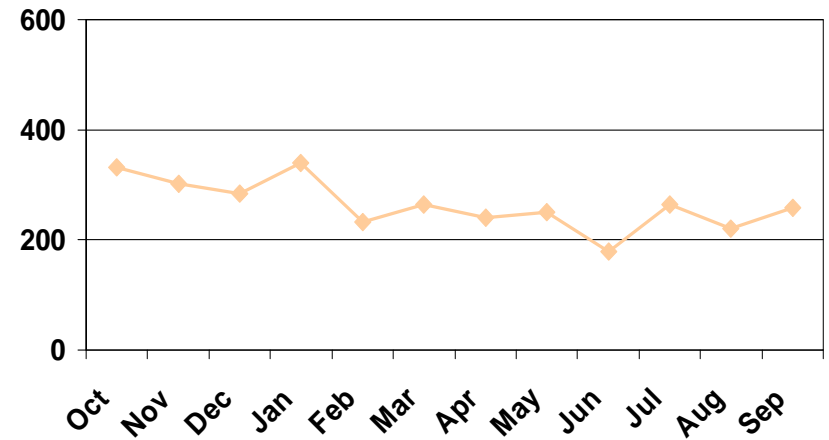
Boiler - Inspections



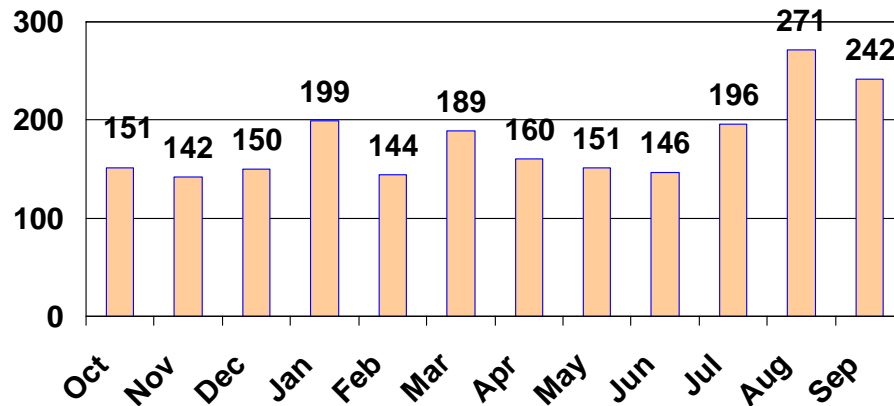
Permit Inspections Performed



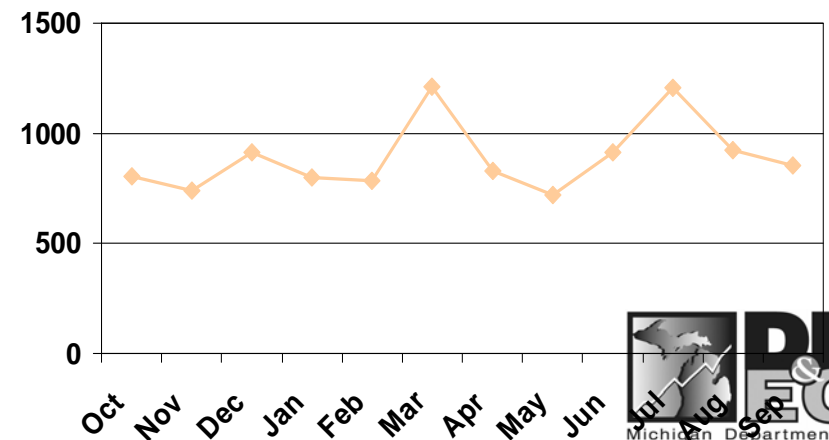
FY 2008 - Monthly Permit Inspections



FY 2008 - Violations Written on First Inspections



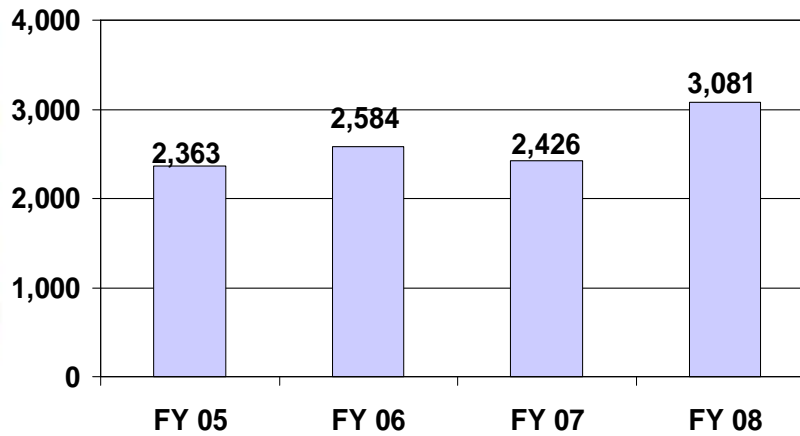
FY 2008 - Monthly Boiler Reinspections



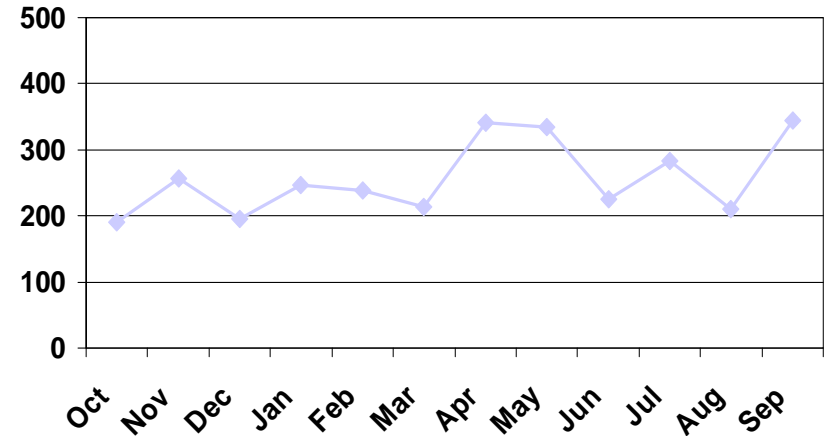
Elevator - Permits



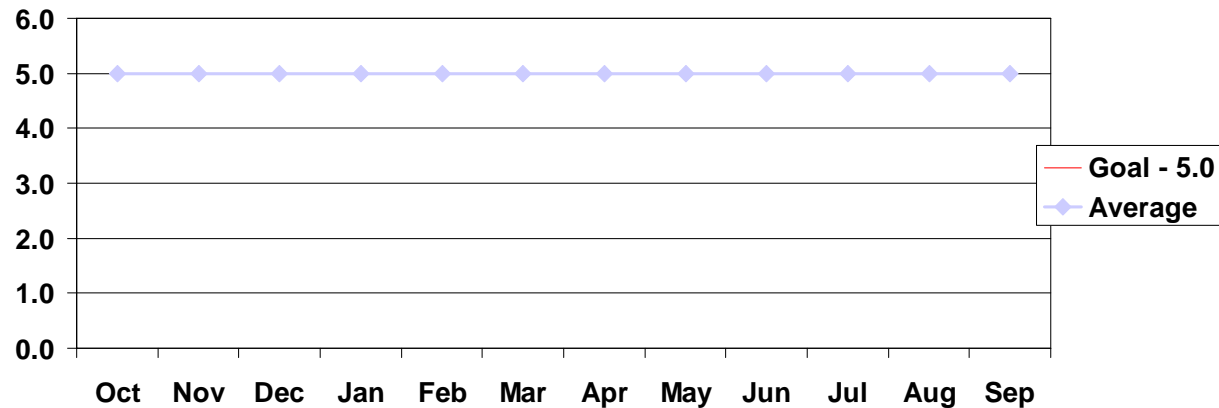
Permits Issued



FY 2008 - Monthly Permits



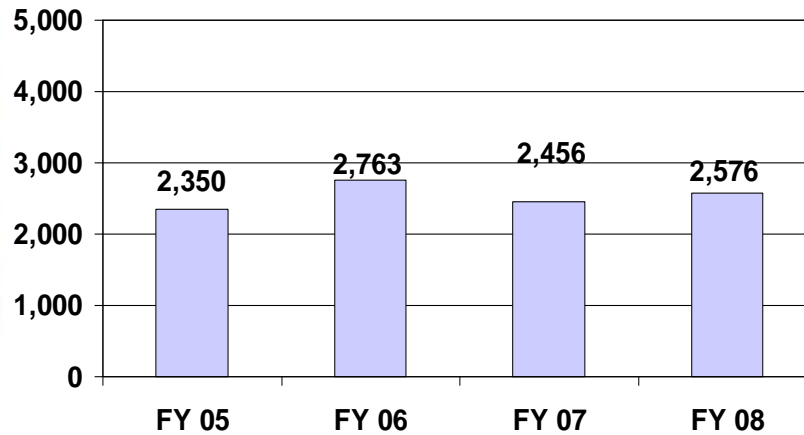
Average Processing Time In Days



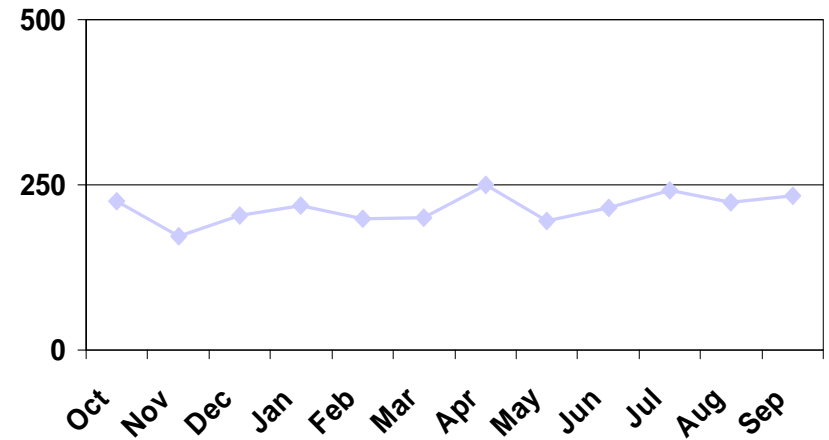
Elevator - Inspections



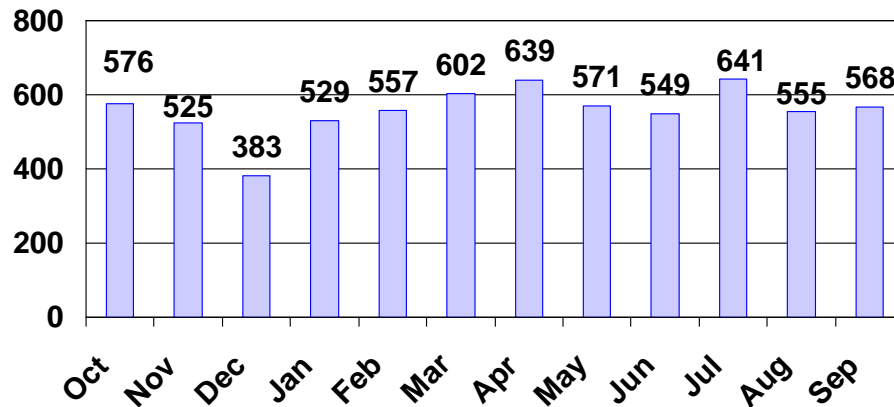
Permit Inspections Performed



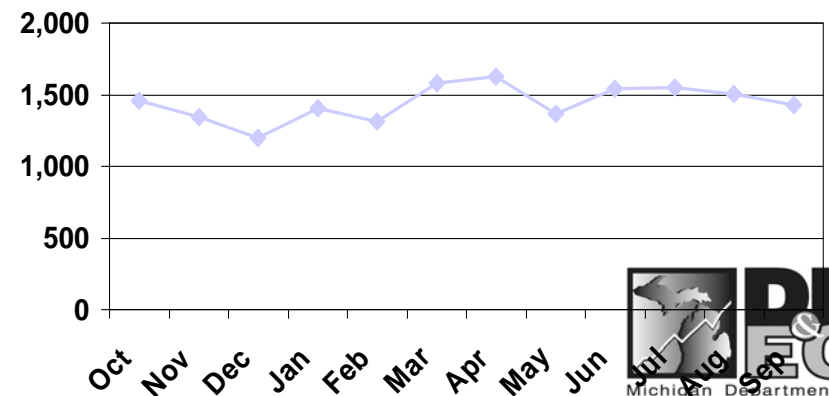
FY 2008 - Monthly Permit Inspections



FY 2008 - Correction Notices on "Annual" Inspections

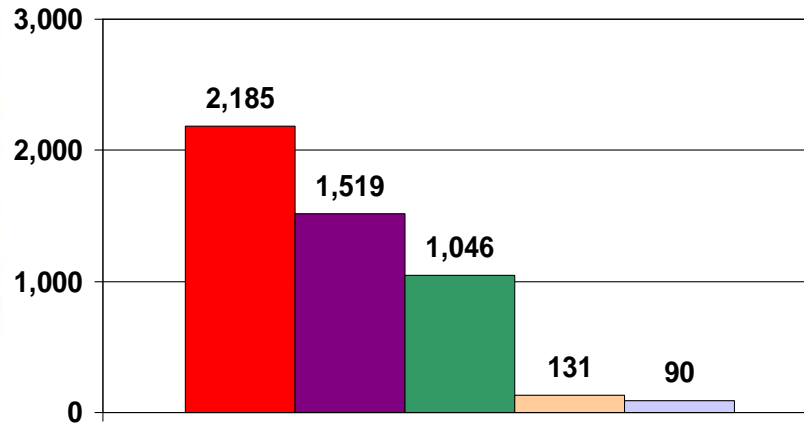


FY 2008 - Monthly Elevator "Annual" Inspections

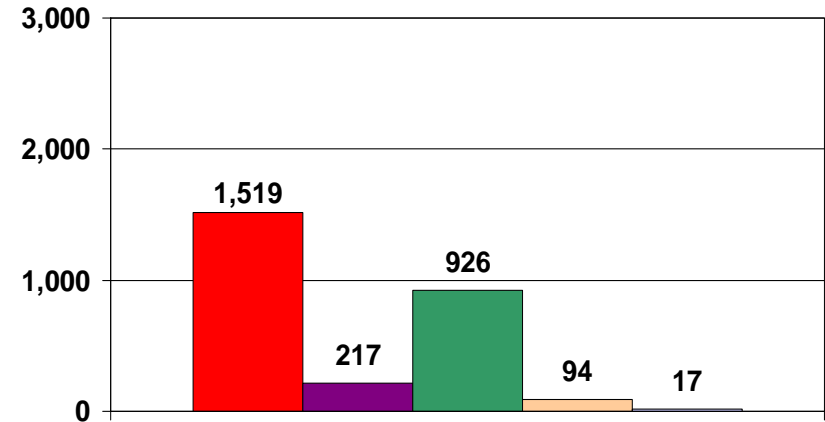


Licensing

Exam Applications Received

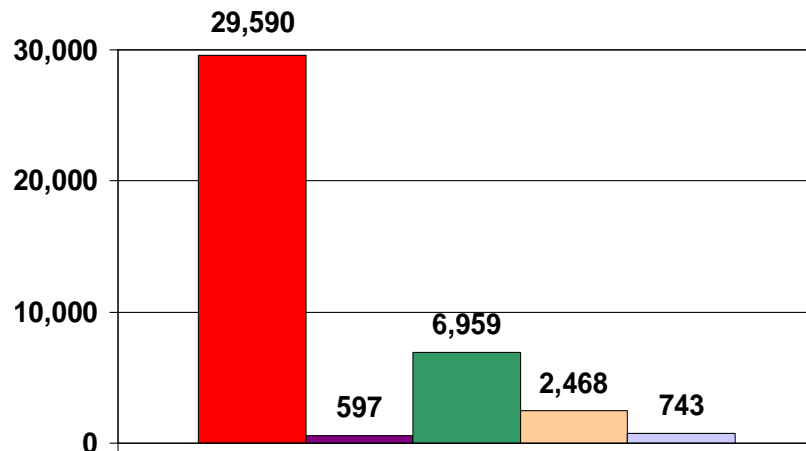


New Licenses Issued

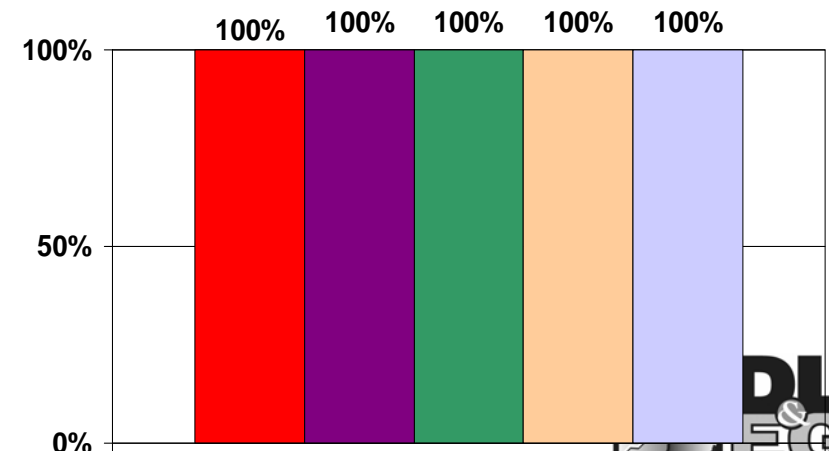


Legend: Electrical; Mechanical; Plumbing; Boiler; Elevator

Renewal Licenses Issued



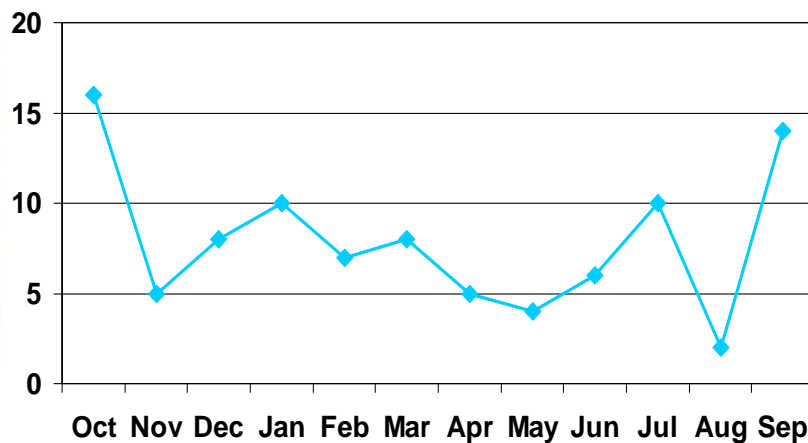
% Renewals Issued in 10 Days



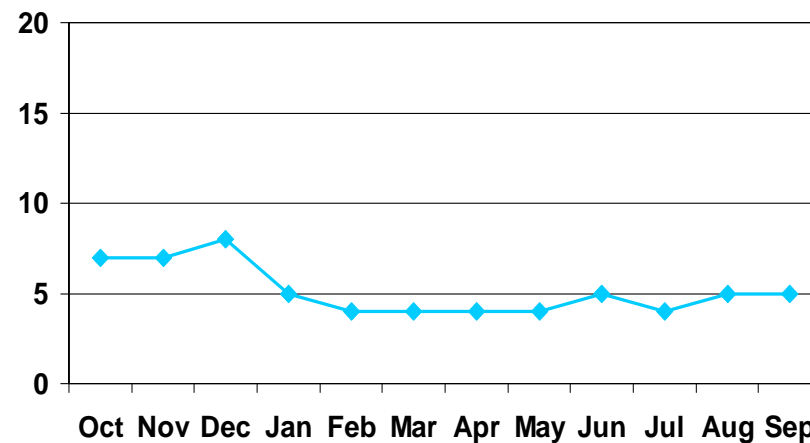
Land Survey



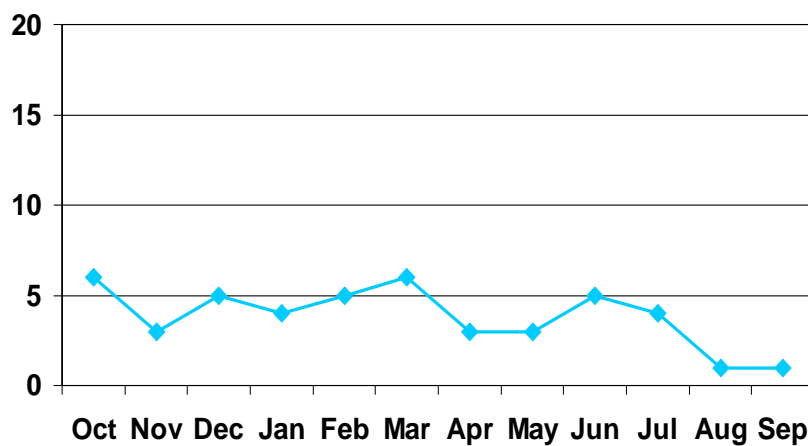
Plats Received to Review



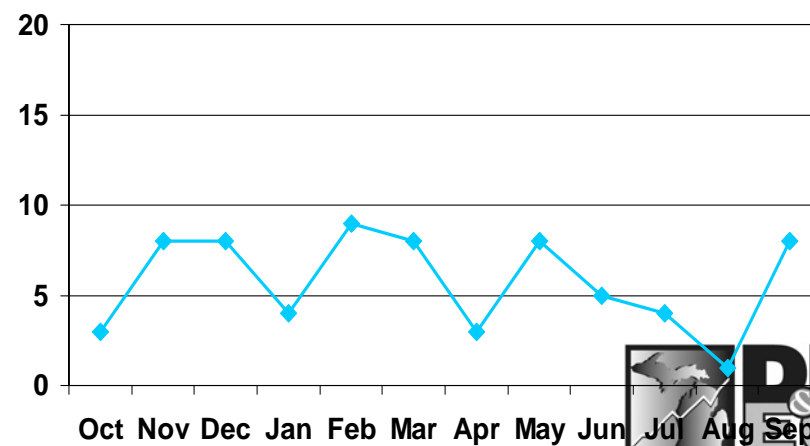
Average Days to Review Plats



Circuit Court Petitions Processed



Average Days to Process Petitions



Complaints

Complaints

